


Search Notes 	Application/Control No. 10825645	Applicant(s)/Patent Under Reexamination VOS ET AL.
	Examiner LISA HASHEM	Art Unit 2614

SEARCHED			
Class	Subclass	Date	Examiner
379	218.01	7-6-08	LH
379	265.12,265.13,266.02,266.07	2-1-09	LH

SEARCH NOTES		
Search Notes	Date	Examiner
East search: Keywords: generating report based on customer service requests; IVR/live-agent; user inquiries/queries/requests; analyzing requests/results	7-6-08	LH
Consulted SPE Fan Tsang and Ahmad Matar; re-open prosecution	11-08	LH
Updated East search: Keywords: providing response by two different response system; IVR; generate report based on types of responses provided to a customer	2-1-09	LH
Updated East search: Keywords: generating a recommendation based on a report; customer inquiries/queries	7-18-09	LH
see attached updated search notes	1/29/2010	SK

INTERFERENCE SEARCH			
Class	Subclass	Date	Examiner

/S. K./
Examiner, Art Unit 2614